

Exam : Apple Device Support

**Title : Apple Device Support Exam
(SUP-2024)**

<https://www.passcert.com/Apple-Device-Support.html>

1.ACME, Inc.'s administrators are planning to switch to an eSIM exclusive environment. Users are upgrading their iPhone with models that support ONLY eSIM.

Which feature MUST ACME'S carrier support so that users can seamlessly continue to use their lines with eSIM-only iPhone models?

- A. eSIM Plan Transfer
- B. eSIM Quick Transfer
- C. eSIM Convert
- D. eSIM Carrier Transfer

Answer: A

2.Which tool should you use first to troubleshoot Mail connectivity issues in macOS?

- A. Message Viewer
- B. Network Diagnostics
- C. Wireless Diagnostics
- D. Connection Doctor

Answer: B

3.Where should you go in macOS to limit AirPlay Receiver ONLY to devices signed in to your Apple ID?

- A. Go to System Settings > General > AirDrop & Handoff, then select Current User for the "Allow AirPlay for" option.
- B. Open the AirPlay app from the Utilities folder, then select Current User for the "Allow AirPlay for" option.
- C. Go to System Settings > Privacy & Security, then select Apple ID for the "Allow AirPlay for" option.
- D. Go to System Settings, then select Apple ID for the "Allow AirPlay for" option in the Sharing settings.

Answer: C

4.How should you schedule an email to send in Mail on iPhone?

- A. Tap Settings > Mail > Schedule and configure the send date and time.
- B. Touch and hold the mail body and configure the send date and time.
- C. Touch and hold the send button and set the send date and time.
- D. Tap the calendar icon in the mail menu bar and configure the send date and time.

Answer: C

5.How many incorrect password attempts does a Managed Apple ID allow before you're locked out of the account?

- A. Seven
- B. Five
- C. Three
- D. Ten

Answer: C

6.Which Wi-Fi authentication settings does Apple recommend for better security for Wi-Fi routers and access points?

- A. WPA3 Personal or WPA Personal
- B. WPA3 Personal or WPA/WPA2

C. WPA3 Personal or WPA2/WPA3 Transitional

D. WPA2/WPA3 Transitional or WEP Transitional Security Network

Answer: A

7.Which feature allows you to share your screen during a FaceTime Call?

A. Stage Manager

B. SideCar

C. SharePlay

D. AirPlay Receiver

Answer: C

8.Which IP address might indicate a DHCP issue?

A. 10.0.1.17

B. 169.254.47.72

C. 192.168.17.12

D. 172.27.13.47

Answer: B

9.What are three reasons that a warning icon might appear in the Security Recommendation window for a password in Passwords settings?

A. The password hasn't been updated in the last 90 days.

B. The password is reused on another website.

C. The password appeared in a data leak.

D. It's a commonly used password or it's easily guessed.


E. You have multiple or duplicate passwords listed for the website.

Answer: B, C, D

10.HOTSPOT

Select the setting in the sidebar that you should use to turn on Find My on your Mac.

Search

 Andre Lorico
Apple ID

✓

Wi-Fi

Bluetooth

Network

Notifications

Sound

Focus

Screen Time

General

Appearance

Accessibility

Control Center

Siri & Spotlight

Privacy & Security

Desktop & Dock

Displays

Wallpaper

Screen Saver

Battery

Lock Screen

Touch ID & Password

Users & Groups

Passwords

Internet Accounts

Game Center


Wallet & Apple Pay

Keyboard


Trackpad

Printers & Scanners


Andre Lorico




Andre Lorico
andre.loric0@icloud.com

 Name, Phone, Email


>

 Password & Security


>

 Payment & Shipping


>

 iCloud

>


 Media & Purchases

>

 Family Sharing

Set Up >

Devices

 Virtual Reality Air Force

This MacBook Air

>

Sign Out...

About Apple ID & Privacy... ?

Answer:

The screenshot displays the macOS System Preferences window for the user Andre Lorico. The left sidebar lists various system settings, and the right pane shows the Apple ID settings. The 'iCloud' option is highlighted with a green box.

Andre Lorico
andre.loric0@icloud.com

Settings:

- Name, Phone, Email
- Password & Security
- Payment & Shipping
- iCloud**
- Media & Purchases
- Family Sharing (Set Up)

Devices

- Virtual Reality Air Force (This MacBook Air)

Sign Out... **About Apple ID & Privacy...** ?

System Preferences Sidebar:

- Wi-Fi
- Bluetooth
- Network
- Notifications
- Sound
- Focus
- Screen Time
- General
- Appearance
- Accessibility
- Control Center
- Siri & Spotlight
- Privacy & Security
- Desktop & Dock
- Displays
- Wallpaper
- Screen Saver
- Battery
- Lock Screen
- Touch ID & Password
- Users & Groups
- Passwords
- Internet Accounts
- Game Center
- Wallet & Apple Pay
- Keyboard
- Trackpad
- Printers & Scanners

Explanation:

Turn on Find My Mac in iCloud settings so you can locate, lock, or erase your Mac.

On your Mac, choose Apple menu > System Settings, then click [your name] at the top of the sidebar.

...

Click iCloud on the right, then click Find My Mac.

<https://support.apple.com/guide/findmy-mac/set-up-fmm53101237/mac>

11.Which two types of Activation Lock are available to organizations?

- A. Individual-linked
- B. Device-linked
- C. User-linked
- D. Personal
- E. Organization

Answer: B, E

12.Which action in Apple Configurator for Mac should you select to retain user data (if recoverable) if iPhone or iPad devices are unresponsive or in recovery mode?

- A. Restore
- B. Revive
- C. Update
- D. Erase all Content and Settings

Answer: B

13.DRAG DROP

Match the Apple Configurator actions on the left to the descriptions on the right by dragging the responses to the correct target areas. Responses may be used once, more than once, or not at all.

Answer Area

Revive	Erase All Content and Settings		Unresponsive devices may be recovered and user data may be retained
Restore	Update		Allows you to update apps, the version of the operating system, or both
Prepare	Restart		Reinstalls the latest version of the operating system and all content on the device is erased
Blueprints			Maintains the version of the operating system and all content on the device is erased
			Adds a device to Apple School Manager or Apple Business Manager, or supervises the device

Answer:**Answer Area**

Revive	Erase All Content and Settings	Revive	Unresponsive devices may be recovered and user data may be retained
Restore	Update	Update	Allows you to update apps, the version of the operating system, or both
Prepare	Restart	Restore	Reinstalls the latest version of the operating system and all content on the device is erased
Blueprints		Erase All Content and Settings	Maintains the version of the operating system and all content on the device is erased
		Restart	Adds a device to Apple School Manager or Apple Business Manager, or supervises the device

14.What happens when you restore a Mac with Apple silicon with Apple Configurator?

A. It updates the firmware and recoveryOS, and erases and installs macOS.

- B. It restores the system state from before a corrupted battery drain.
- C. It recovers data from a Time Machine snapshot on the internal storage.
- D. It forces the Mac to perform any pending software updates.

Answer: A

15. Which setting should you check to find out if ACME manages her iPhone?

- A. Privacy & Security > Device Management
- B. Control Center > Device Profile
- C. General > Software Update
- D. General > VPN & Device Management
- E. General > Profile & Device Management

Answer: D